ISSUANCE DATE: January 20, 2017
CLOSING DATE: February 20, 2017 at 17:00 Hours Accra Local Time

SUBJECT: SOLICITATION NUMBER SOL-624-17-000010 FOR A LOCAL HIRE U.S. CITIZEN OR THIRD COUNTRY NATIONAL PERSONAL SERVICE CONTRACTOR FOR SENIOR INFORMATION TECHNOLOGY ADVISOR

Ladies and Gentlemen:

The United States Government, represented by the U.S. Agency for International Development (USAID), is seeking applications from qualified U.S Citizens or Third Country Nationals currently residing in Ghana and interested in providing Personal Services Contractor (PSC) services as described in the attached solicitation.

In order to be considered for the position, a candidate must meet the minimum qualifications listed in the solicitation at the time of submission and must submit all required documentations. The Senior Information Technology Advisor position will be located in Accra, Ghana.

Interested candidates meeting the requirements of the solicitation must submit all the following required materials for consideration (see details on section 7).

- Cover Letter;
- Curriculum Vitae or resume;
- Signed Form AID 302-3 (available at http://www.usaid.gov/forms/);
- Supplemental document addressing the evaluation factors;
- List of three to five professional references; and
- Proof of residency in Ghana

All application packages are to be submitted via email to: accrapsc@usaid.gov

Please cite the solicitation number and position title within the subject line of your email application. Any attachments provided via email must be in a format compatible with Microsoft Word 2003/2010 or PDF and not zipped. Note that attachments to email must not exceed 3 MB.

Any questions concerning this solicitation may be directed to Mildred Agbo via email at magbo@usaid.gov no later than January 31, 2017; no questions will be entertained after this date.

U.S. Agency for International Development
No. 24 Fourth Circular Rd.
P. O. Box 1630, Accra-Ghana

Tel: 233-302-741-200
Fax: 233-302-741-365
www.usaid.gov/west-africa-regional

Application Form AID 302-3 **must** be signed. Incomplete and unsigned applications will not be considered. Late applications will not be accepted and will be handled in accordance with Federal Acquisition Regulations (FAR) 52.215.1.

USAID/West Africa anticipates awarding one (1) Personal Service Contract as a result of this solicitation. Please note this does not constitute any guarantee that a PSC will be awarded as a result of this solicitation nor does it constitute any authorization by USAID to reimburse costs incurred in the preparation of an application.

Sincerely,

Courtney J. Magill
Contracting Officer
USAID/West Africa

SOLICITATION NUMBER:	SOL-624-17-000010
ISSUANCE DATE:	January 20, 2017
CLOSING DATE:	February 20, 2017 at 17:00 Hours Accra Local Time
POSITION TITLE:	Senior Information Technology Advisor
MARKET VALUE OF POSITION:	GS-14 ($88,136 - $114,578) Final compensation will be negotiated within the listed market value based upon the candidate's past salary, work history, and educational background. **Salaries over and above the top of the GS-14 pay range will not be entertained or negotiated.**
AREA OF CONSIDERATION:	Open to U.S. Citizens or Third Country Nationals currently residing in Ghana. Proof of residency must be provided with application. Citizenship, if dual, must be clearly stated.
PERIOD OF PERFORMANCE:	Two (2) years, with three one-year option periods. Exercise of the option(s) will be contingent on satisfactory performance, continued need for the services, and availability of funds.
PLACE OF PERFORMANCE:	Accra, Ghana
SECURITY AND MEDICAL CLEARANCES:	Selected applicant must obtain facility access and medical clearance within a reasonable period of time. USAID will provide details regarding these clearances to the selected candidate. If such clearances are not obtained within a reasonable time or negative suitability issues are involved, any offer made may be rescinded.

1. BACKGROUND:

This position is located in the Regional Executive Office (REXO) of USAID/West Africa, and will be based in Accra with periodic travels to Benin, Cameroon, and Cote d'Ivoire. The REXO is currently responsible for providing administrative support services to the bilateral Mission, (USAID/Ghana) and the Regional Mission (USAID/West Africa). In addition, the REXO also supports staff and smaller mission in other bilateral and limited presence countries (Benin, Cote d'Ivoire, and Cameroon), as well as assists with ad hoc questions that arise relating to special projects and initiatives. In the aggregate the REXO serves nearly two hundred and fifty (250)

people. The primary services the REXO provides are: Human Resources, Travel, ICASS Support and Liaison, Administrative Operations, Information Technology, and Procurement.

2. BASIC FUNCTION OF POSITION:

The Senior Information Technology Advisor reports to the USAID/Accra Regional Supervisory Executive Officer and is responsible for planning and implementing Information Technology (IT) Unit functions and reporting to senior Mission Management and USAID/W on the status of Mission and Agency efforts in the IT functional areas. The Senior Information Technology Advisor consults with and advises the Strategic Objective and Support Teams to improve operational systems and assure that systems are operating with cutting-edge technology for USAID/Accra and client Missions within West Africa.

3. STATEMENT OF DUTIES TO BE PERFORMED:

I. Information Resources Management Activities (50%)

(a) Establishes work plans, providing management and technical oversight, reviewing the work, and, when appropriate, evaluating performance of all IT personnel in USAID/Accra and regional support IT team members within client Missions.

(b) Sets IT Unit priorities in planning and implementing procedures for controlling the security of the Mission's information technology services and all related equipment in accordance with directives from USAID/Washington and the Mission's Supervisory Executive Officer. Implementing and monitoring security controls in coordination with Information Resources Management (IRM) to prevent data loss and/or unauthorized access.

(c) Monitors progress of the work of the IT Unit to ensure compliance with USAID/Washington information system standards and also to control the security of the Mission's IT services and all related equipment in accordance with directives.

(d) Liaises with other teams within USAID/Accra and West Africa client Missions including USAID/Washington's Management Bureau, Office of the Chief Information Officer (M/CIO), Department of State, and in-country internet service providers to provide all levels of IT systems support including help-desk response, user assistance and training, systems and application troubleshooting, systems administration and backups, system engineering and deployment of new systems. Provides support on software applications such as Agency Secure Image and Storage Tracking (ASIST), Phoenix/Momentum financial data processing, Global Acquisition and Assistance System (GLAAS), time and attendance systems, online web portals and collaboration tools, as well as various intranet database applications.

(e) Serves a member of the Mission's streamlining, core concepts, and monitoring and evaluation focus/working groups.

II. Information Technology Manager Activities (35%)

(a) Identifies and advises Mission management on the IT needs, and systems to meet those needs, and a procurement plan to obtain the necessary equipment and supplies needed to implement those systems.

(b) Works closely with USAID/Washington CIO to establish information resource plans, projects, and comprehensive short and long range strategies for Mission automation in compliance with USAID standards and, with Mission management, to develop multiple year budget estimates for acquisition of new equipment, site preparation, software procurement and/or development.

(c) Under authority of the Mission's Information System Security Officer (ISSO), is responsible for managing and implementing the automated information system security program to protect hardware, software, and Mission data from loss, and also ensures that the Network (AIDNet) is compliant with ISS standards.

(d) Schedules and supervises computer center site installations, including all maintenance and repair for hardware, telecommunication and power control equipment, and environmental support systems.

(e) When necessary, acquires contract support to assist in repairing computer equipment and implementing automated systems and Mission Automatic Data Processing (ADP) training by developing scopes of work, evaluating capabilities of prospective suppliers, advising on selection of contractors and supervising contractors and supervising contract staff.

(f) Performs role of Local Area Network (LAN) System Administrator, responsible for providing optimal use of existing and new technology resources through a LAN. Supervises day to day network operations and maximizes system performance; provides management advisory services, user support and training; developing, implementing, and monitoring LAN Network protection system; and other related LAN duties.

(g) Supervises the development of programs and processes to facilitate the gathering, storage and use of information.

(h) Designs, implements, and supervises Mission ADP, and other system wide training for all users, including managerial and operational personnel.

(i) Accountable for the ADP portion of the non-expendable Property Inventory System.

(j) Accountable for all Mission PC software, including ensuring compliance with 3rd party vendor copyrights laws.

(k) Acts as liaison with AID/W Information Resource Management (IRM), other US Government agencies, and ADP related contractors.

(l) Establishes and enforces ADP Mission Orders laying out policy and procedures relating to use of equipment within the Mission.

(m) Assists other Mission agencies in Accra and client Missions within West Africa as requested and provides advice to Strategic Objective Teams, Team Leaders, and Strategic Objective Specialist on automation planning, sourcing, and procurement.

(n) Trains users in operating software products (Word, Excel, Access, Google, etc.) in use within the USAID/Accra and client Missions.

III. Local Solutions Activities (15%)

Working with all teams within the USAID/Accra and client missions within West Africa, design, develop, and implement technological solutions that support the capacity development of Implementing Partners (IPs) and USAID development initiatives.

4. MINIMUM QUALIFICATIONS:

a. Education
Completion of education or training resulting in a Master's degree in the field of computer science, information systems management, or related field is required.

b. Prior Work Experience
At least eight (8) years of progressively responsible work of a program, technical, or administrative nature where emphasis is placed on analytical, judgmental, and expository abilities with respect to the operation, management, and utilization of computer systems. The position requires prior supervisory experience for at least two (2) years.

c. Language Proficiency
Fluency (Level IV) in English.

5. SELECTION CRITERIA AND EVALUATION FACTORS

a. Knowledge (30 Points)

Demonstrated expert knowledge of computer hardware, computer programming languages, computer systems operations and their application, and the policies and the procedures relative to equipment requirements, planning, acquisition, funding, and justifications. Degree of comprehensive knowledge of strategic objectives, projects, and organizations support, to discern opportunities for increase support, and to resolve operational problem of such supported organizations. Extent of knowledge regarding principles, techniques, and methodologies involving computer system analysis, programming, operations, and related aspects of telecommunications. Knowledgeable about the principles of personnel, financial, and equipment resource management.

b. Skills and Prior Experience (60 Points)

The ability to discuss complex concepts with line managers, users, and other personnel and to relate requirements to computer system capabilities; ability to effectively deal with competing user requirements and to negotiate acceptable solutions; ability to conceptualize objectives of assignments and to translate objectives into concrete plans; ability to present issues persuasively before top management relative to system requirements and obtain needed funding and program support; and ability to advise prospective users diplomatically of system limitations or other priorities and to work out alternatives.

The relevancy of prior work experience as it relates to the statement of duties described above will be taken into consideration; as will the number of years of experience. In addition, the number of years of substantial relevant supervisory experience will also be considered.

c. Interpersonal Skills (10 Points)

Position requires exceptional interpersonal skills in order to gain acceptance of findings, recommendations, and decisions relative to computer system operation and support. Demonstrated skills supervising a subordinate workforce and/or coordinating support services of vendor representatives and contractors. Experience using administrative and technical reference material, and relating information therein to technical aspects of management, e.g. systems analysis, design of system architecture, development of standards for tests and evaluation, etc. Demonstrated skill in applying rules concerning systems acquisition.

6. POSITION ELEMENTS

a. Supervision Received

Work is performed independently under the general supervision and guidance of the Executive Officer and his/her Deputy, who outlines objectives and reviews accomplishments for conformance with relevant policies and in furtherance of Mission goals.

b. Guidelines

The incumbent is expected to be familiar with or quickly learn: vendor and manufacturer hardware and software manuals; training and reference materials; and State Department and USAID Washington policies, regulations, and guidelines on information resources management.

c. Exercise of Judgment

Considerable judgment is required in the analysis of hardware and software requirements, and making determinations as to procedures suitable for automation, and advising and assisting to managers, etc. Judgment is also required to balance "must have" applications and equipment against "nice to have" equipment considering budget constraints and competing priorities.

d. **Authority to Make Commitments**

None.

e. **Nature, Level and Purpose of Contacts**

Frequent and continuing contact with all levels of Mission, Embassy, and associated agency personnel, IBM and Dell representatives, and other IT representatives in Accra, local electricians, software and hardware vendors, telecommunication services providers etc., to ensure Mission requirements are met. The incumbent works closely with and builds relationships with counterparts at USAID/Washington CIO and US Embassies, as well as in-country internet service providers and IT contractors/vendors.

f. **Supervision Exercised**

Supervise up to one to three (1-3) professional level positions and two (2) support staff.

g. **Post Entry Training**

Any available training courses which are necessary to stay current in the field as well as Contracting Officer Representative (COR) training.

7. BASIS OF RATING APPLICATIONS

Selection Factors: Applicants must possess the minimum qualifications for the position stated above in Section 4: Education, Prior Work Experience, and Language Proficiency. Additional factors to be taken into consideration include:

- Applicant is a U.S. Citizen or Third Country National **currently** resident in Ghana.

- **Completed** and **hand-signed** form AID 302-3 is submitted by application deadline. (Note: All applicants must submit complete dates [months/years] and hours per week for all positions listed on the AID 302-3 to allow for adequate evaluation of their related and direct experience. Experience that cannot be quantified will not count towards meeting the experience requirements.).

- Cover letter and supporting documentation specifically addressing the minimum requirements for the position. Applicants must explain in their cover letter how they meet the requirements of the position.

- All applications will be evaluated and scored based on the required qualifications and documentation submitted with the application. Those applicants who are short-listed (determined to be competitively ranked) may also be evaluated on interview performance and professional reference checks. Failure to address the selection criteria may result in your not receiving credit for all of your pertinent experience, education, training and/or awards. USAID may also verify academic credentials.

Applicants who do not meet the minimum criteria or do not provide the required documentation are NOT considered qualified for the position.

8. MEDICAL AND SECURITY CLEARANCE REQUIREMENTS

The applicant selected to fill this position must be able to obtain a security clearance which involves a comprehensive background investigation performed by a U.S. Government Agency.

The applicant selected to fill the position must also receive medical clearance to work worldwide. Details of how to obtain such clearance will be provided after selection and acceptance of the job offer.

The final selected candidates must obtain security and medical clearances within a reasonable period of time (USAID will provide details regarding these clearances to the selected candidates). A substantial delay in obtaining either required clearance may make the applicant ineligible for selection.

9. INSTRUCTIONS TO APPLICANTS

Submission of a resume alone is NOT a complete application. This position requires the completion of additional forms and/or supplemental materials as described in this section. Failure to provide the required information and/or materials will result in your not being considered for employment.

Interested individuals meeting the Minimum Qualifications above are required to submit the following:

- Signed Form AID 302-3, Offeror Information for Personal Services Contracts (available at http://www.usaid.gov/forms/)

  All applicants must submit complete dates (months/years) and hours per week for all positions listed on the form AID 302-3 to allow for adequate evaluation of your related and direct experiences. Applicants should note that the salary history for the purposes of the AID 302-3 is the base salary paid, excluding benefits and allowances such as housing, travel, educational support, etc.

- Cover letter and acurrent resume/curriculum vitae (CV). The CV/resume must contain sufficient relevant information to evaluate the application in accordance with the stated evaluation criteria. Broad general statements that are vague or lacking specificity will not be considered as effectively addressing particular selection criteria. Complete dates (month/year) are also required on the CV/resume.

- Applicants must provide a minimum of three (3) and a maximum of five (5) references from the applicant's professional life, namely individuals who are not family members or relatives. Three references must be from direct supervisors who can provide information regarding the applicant's work knowledge and professional experience. Applicants must provide e-mail addresses and/or working telephone numbers for all references.

- Applicants also must address the above **Section 5: Selection Criteria**, in a summary statement to be included in the application. This summary statement, limited to two pages, must describe specifically and accurately what experience, training, education, and/or awards the applicant has received that are relevant to each selection factor above. The summary statement must include the name of the applicant and the announcement number at the top of each page.

- Proof of residency in Ghana.

10. LIST OF REQUIRED FORMS FOR PSCS:

Forms outlined below can found at: http://www.usaid.gov/forms/

1. Application for Federal Employment (AID 302-3);
2. Contractor Physical Examination (AID Form 1420-62). *
3. Questionnaire for Sensitive Positions (for National Security)
   (SF-86), or *
4. Questionnaire for Non-Sensitive Positions (SF-85). *
5. Finger Print Card (FD-258). *

* Forms 2 through 5 shall be completed only upon the advice of the Contracting Officer that an applicant is the successful candidate for the job.

1. **CONTRACT INFORMATION BULLETIN (CIBs) AND ACQUISITION AND ASSISTANCE POLICY DIRECTIVES (AAPDs) PERTAINING TO PSCs**

CIBs AND AAPDSs contain information or changes pertaining to USAID policy and General Provisions in USAID regulation and procedures concerning acquisition and assistance including Personal Service Contracts and can be found at: http://www.usaid.gov/work-usaid/aapds-cibs. AIDAR Appendix D and J apply to USPSC and TCNPSC respectively and can be found at https://www.usaid.gov/sites/default/files/documents/1868/aidar_0.pdf.

2. **BENEFITS/ALLOWANCES**

As a matter of policy, and as appropriate, a PSC is normally authorized the following benefits and allowances:

(NOTE: An individual defined as a USPSC employee may only be eligible for those benefits listed below.) TCNPSC MAY be eligible for benefits in accordance with AIDAR Appendix J, sec. 4(c)(2)(ii)(B).

BENEFITS:

    Employee's FICA and Medicare Contribution (USPSCs only)
    Contribution toward Health & Life Insurance
    Pay Comparability Adjustment
    Eligibility for Worker's Compensation
    Annual & Sick Leave
    Access to Embassy commissary (with associate membership) and DPO mail (USPSCs only)

*Note: If a US citizen, the Contractor's salary will be subject to employee's FICA and Medicare contribution.

FEDERAL TAXES: USPSCs are not exempt from payment of Federal and State Income Taxes

END OF SOLICITATION